

**Quality of Life Surveys for Medicaid Long Term Services and Supports  
Participants  
Solicitation No: MDH OPASS-20-18375  
eMMA#BPM015767  
October 22, 2019**

**RFP Questions and Answers Part 5**

1. **Question:** Cyber security/data breach insurance limits are at 10 million dollars per occurrence. Will the agency accept a lower limit such as 2 million per occurrence, considering that personally identifiable data the contractor is directly responsible for is fairly limited?  
**Answer:** The Department has revised the Cyber security/data breach insurance limits, refer to Addendum # 5 for Insurance Requirements revisions.
2. **Question:** Will the agency consider lowering professional liability insurance to 2 million annual aggregate, considering the scope of work of this project?  
**Answer:** The Department has revised the professional liability insurance, refer to Addendum # 5 for Insurance Requirements revisions.
3. **Question:** Page 5 refers to the translation of the notification letter. In which languages should the notification letter be translated?  
**Answer:** The letters should be translated into all languages spoken by participants in the sample. Please refer to the previously provided data on languages spoken by current participants.
4. **Question:** Will the sample list include case manager contact information, if applicable, for interviewers to reach out to if participant contact information is incorrect?  
**Answer:** No. Information on the participant's assigned Supports Planner can be found in LTSS.
5. **Question:** If there is an expectation to obtain consent from legal guardians, can the agency provide a description of the consenting process?  
**Answer:** A7: The protocol provided by the Department to the Contractor contains a description of the consenting process, including the requirement to contact a participant's legal guardian of person as delineated in LTSS to obtain consent.
6. **Question:** Is further stratification required for the 1,400 completed surveys (e.g. regional and/or program targets)? If so, can those targets be shared?  
**Answer:** No further stratification is required.